



Local Government Center



INTRODUCING

CAREMARK®
It all starts with care®

Your New Prescription Benefit Manager
Beginning July 1, 2007

Recently, New Hampshire Local Government Center HealthTrust (LGC) mailed a postcard to your home introducing **Caremark**—
our new partner in administering your prescription drug benefits beginning July 1, 2007. Caremark offers the value and service commitment you have come to expect from LGC. The following pages of this brochure outline what you need to know regarding the transition to Caremark this summer. >>>



The New Hampshire Local Government Center (LGC) and Caremark are proud to have been selected as the provider of prescription drug benefits for the State of New Hampshire (state) employees and retirees. Since 1984, LGC has been devoted to serving municipalities, schools and county governments by providing comprehensive benefit programs for employees and retirees. For more than 25 years, Caremark has been a leading provider of prescription benefit management services. Caremark's 60,000 participating pharmacies nationwide include all currently participating New Hampshire pharmacies—plus state-of-the-art mail service delivery.

WHAT YOU CAN EXPECT

Benefit Booklets

By late June, you will receive a personalized prescription drug booklet. It provides general information about your prescription drug benefits and details about how to make the best use of them. It also features a convenient pull-out guide which outlines plan specifics, plus mail service and prescription drug claim forms. In addition, your booklet will be customized to provide you with the names and addresses of the six participating pharmacies closest to your home.

IMPORTANT NOTES

- Most existing mail service refills and prior authorizations will automatically be transferred to Caremark during the first week of July.
- State law requires that new prescriptions be obtained and submitted for compound medications and controlled substances.
- Caremark is only able to fill prescriptions starting July 1.
- For retirees, any prescription drug deductible and coinsurance amounts previously paid in 2007 will be transferred to Caremark during the first week of July.

IF YOU HAVE QUESTIONS

The Caremark Customer Care Center is available to assist you 24 hours a day, seven days a week, for all your pharmacy-related questions—including the status of prescription drug benefit orders and refills.

Also, our LGC Member Services Representatives are available for issues or concerns with enrollment or eligibility and any other prescription drug benefit inquiries. To assist with transition questions, you can call LGC during these extended hours:

June 25 – 29 and July 1 – 13: 8:00 a.m. – 5:30 p.m. EST

For complete Caremark and LGC contact information, please refer to the attached magnet in the back of this booklet.

ON-LINE SERVICES

Registering on ***www.caremark.com*** is easy, secure and convenient. The Web site can help you to manage your prescription drug benefits and offers information about various health topics including a prescription drug reference library.

Web site Features

By registering online, you can connect to a variety of secure features that allow you to do the following:

- Order refills by mail
- Check the status of recent orders
- Access prescription drug history
- Price medications
- Locate a Caremark participating retail pharmacy

How To Register Online

Registering online takes only a few minutes. Here's how:

1. Visit ***www.caremark.com***.
2. Click on the “not registered?” prompt at the top of the home page.
3. Fill out the brief registration form to ensure the security and privacy of your account.
4. Create a username and password (choose ones you will remember for logging on in the future).

5. Review all information you have entered and make any necessary changes.
6. Read and accept the Caremark terms & conditions.

A “registration confirmed” message should appear. If you have questions while registering, click on the “Customer Care” tab to access frequently asked questions and contact information.

Credit Card Information

If you order mail service prescriptions online and wish to use a credit card to pay for your medications, it is necessary to enter your credit card information on ***www.caremark.com***. You can also opt to use the “Bill Me” function when re-filling prescriptions online. When you select this option, an invoice will be included with your prescription. You can then send either a personal check or money order to pay for your prescription.

**In order to protect your privacy and the security
of your information, your credit card number
will not be transferred from Medco.**

PERFORMANCE DRUG LIST

Active employees are enrolled in a three-tier prescription drug plan which is subject to a *Performance Drug List*. The *Performance Drug List* identifies prescription drugs that are considered “preferred” by the plan because of their safety, clinical effectiveness and ability to help control prescription drug costs. Covered medications fall into the following three categories:







- **Generic** medications – Available at the lowest copayment
- **Preferred** brand-name medications – Available at the middle copayment amount
- **Non-preferred** brand-name medications – Available at the highest copayment amount

Since drug lists are subject to change, your copayment may change for medications that you are currently taking or have taken in the past. If that is the case, you will receive a notification letter in June identifying the specific medication affected and preferred alternatives to discuss with your physician.

NOTE: As always, the *Performance Drug List* will continue to be updated on a regular basis.

We invite you to visit www.caremark.com starting July 1 to learn more about Caremark—LGC’s new prescription benefits partner. You can rest assured knowing that **LGC is committed to making this transition as easy as possible** and will be there for you every step of the way.

We've included the attached magnet to provide you with convenient access to Caremark and LGC contact information.

			
Caremark Customer Care		LGC Member Services	
888.726.1630		800.527.5001	
7 days a week		Monday through Friday	
24 hours a day		8:30 a.m. – 4:30 p.m. EST	
customerservice@caremark.com		SONH@nhlgc.org	
			
			
			

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Transition Tips

At LGC, we are working hard with Caremark to ensure a smooth and easy transition for you. With that in mind, we've developed the following tips:

MAIL SERVICE MEDICATIONS

- HAVE ENOUGH THRU MID JULY?
- IF NOT, ORDER REFILLS FROM MEDCO BY 6/15.

WATCH FOR BENEFIT
BOOKLET MAILING
LATE JUNE

☐ REGISTER
ONLINE @
www.caremark.com

ON OR AFTER
JULY 1, 2007

★ GROCERY LIST ★

- ☐ BREAD
- ☐ MILK
- ☐ EGGS

Identification Cards

New prescription drug identification (ID) cards will be included with the prescription drug benefit booklet. Your ID number will be a unique 14-digit number assigned by Caremark. Present your new ID card at the retail pharmacy for any prescriptions filled on or after **July 1**.

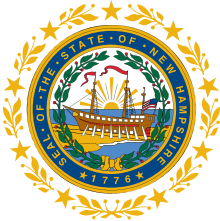
Even if you don't receive your new ID card by July 1, you can still purchase needed medications at a participating pharmacy. Simply provide the pharmacist with your Social Security number and the following information: RXPCN: CRK and RXGRP: LGCRX. If you have not received your new card by July, please call LGC at 800.527.5001.





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PO Box 617
Concord, NH 03302-0617



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